

State of Hawaii
Wireless Enhanced 911 Board

SUBJECT: Minutes of February 10, 2006 Meeting

Members in Attendance: Roy Irei, Gordon Bruce, Dexter Takashima, Richie Nakashima, Milton Matsuoka, Paul Ferreira, John Cole, Joel Matsunaga, Pete Jaeger, and Russ Saito (attachment 1). Roy Irei had the proxy for Jeff Yamane (attachment 2).

Staff in Attendance: Philip Kahue (Executive Director), Bill Doolittle (Technical Consultant), Kerry Koneshige (Department of Accounting and General Services) and Patricia Ohara (Department of the Attorney General).

1. The chair called the meeting to order at 9:59 a.m.
2. The minutes of the January 13, 2006 meeting were approved (attachment 3).
3. Committee Updates by Chairs
 - a. Finance Committee Report (attachment 4).
 - i. Special fund has a balance of \$8.9 million.
 - ii. Chart depicted on the Finance Committee Report shows a varying trend of assessments collected month by month, from July 2004 to November 2005. The cause of the variation is unknown. Some of the wireless carriers are submitting remittances for fractions of a line. This may be worth investigating.
 - iii. A transition plan for duties of the Executive Director (ED) and maintenance of the funds was discussed with Akimeka on February 3rd.
 - b. Technical Committee Report (attachment 5).
 - i. Technical Committee Chair has a meeting scheduled with the Grant Consultant (Intrado – Ben Goodlow) to discuss how to assist the Honolulu PSAP with Phase 2 deployment.
 - ii. The Grant Consultant also wants to go to Maui to help the Maui PSAP complete its paperwork (Routing sheets, ESRK forms, etc.), which should take 2 to 3 days. The assistance by Intrado was deemed a part of the current Grant Fund contract. The board also approved the out-of-pocket and travel expenses (which were not a part of the current contract).
 - iii. Technical consultant recommended a letter from the board to Intrado requesting what tasks are needed to have the PSAPs issue the Request for Service letters to the Wireless Service Providers (WSPs). A copy of the Proposed Carrier Launch Schedule was provided (attachment 6).

- iv. The Oahu PSAP representative has a meeting with Mr. Goodlow next week and will discuss with him. The Oahu PSAP is undergoing building renovations and upgrades to its system, which is outside of the Wireless e911 scope, but does impact when the Oahu PSAP will be ready to initiate its letters to the WSPs.
- v. A suggestion was made whether Akimeka could perform the duties of Project Management for the PSAP Phase 2 deployments. General counsel and Technical Committee Chair will check the current contract.
- vi. Molokai PSAP representative stated that the deployment schedule for the WSPs will be on a first-come, first-served basis. A timetable will be established once all WSPs make contact.
- vii. A draft of the Nextel Partners request for recovery of upgrade costs was presented to the board for Maui and Lanai (attachment 7). The draft totaled \$12,287.36. Nextel Partners is planning to submit this request soon. The ED will work with the Policy Committee Chair to develop a Recoverable Cost Policy for WSPs and PSAPs. The ED will also draft a letter for the Board Chair to send to the WSPs asking for Monthly Recurring Cost and Non-recurring Cost projections for upgrades for each of the islands (island-by-island projection).
- c. Policies and Objectives Committee Report – Hawaii State Legislature Bill Hearing (HB2276) on Monday, February 13, 2006 at 2:00 p.m. Measure Title: Relating to the Wireless Enhanced 911 Board. Report Title: Wireless enhanced 911 fund; reimbursements. Description: Gives the Board discretion as to the allocation of reimbursements from the wireless enhanced 911 fund between PSAPs and wireless carriers.
- d. Administration Committee Report – Will be working on contracting for Project Management to oversee coordination of PSAP deployments, as recommended in the Intrado Phase 2 Assessment Report. This issue is tied to same issue above in paragraph 3.b.v.

4. PSAP Status Updates.

- a. Kauai – IT team went to Maui to see Tommy; looking into assessing Intrado's report. Not ready to project a date of when PSAP will be ready to issue letters to the WSPs.
- b. Oahu
 - i. A kickoff meeting was held with all of the PSAPs and to analyze the draft schedules from Intrado. The Oahu PSAPs will not be able to meet the suggested timeline because of renovation and construction in the PSAPs.
 - ii. An Inter-Governmental Agreement is being drafted by the City so that the PSAP members may receive (State) funds from the Board (for items such as the proposed trip to the Maui PSAP). The Mayor is very supportive of the IGA.

- iii. Monies from the PSAP Readiness Grant Fund projected \$200,000 for each county for GIS upgrade.
 - c. Molokai – PSAP Request for Service letter went out to Nextel Partners with a best case scenario for implementation of 105 days.
 - d. Maui – PSAP Request for Service Letters went out to the rest of the WSPs on January 26, 2006.
 - e. Hawaii - The IT system is ready. However, they are still having problems with the Master Street Address Guide (MSAG). Once this issue is resolved, they will be ready to issue their letters. The county council wants deployment ready by the end of this year.
 - f. The board approved the establishment of a liaison group to oversee Akimeka's operation, and to assist them in the development of an action plan for the ED.
5. Executive Director's Report (attachment 8)
- a. The ED presented a draft of his monthly report to the board, and solicited input from the board on recommended changes/improvements to the report. Board members recommended eliminating the PSAP Grant Fund Deposits.
 - b. Division of Budget & Finance (DB&F) places an assessment on funds for administrative operating costs. This assessment is 5% of the annual balance (This would amount to \$445,000 today; $\$8.9\text{M} \times 0.05 = \445K). There is also a 2% assessment on disbursements from the fund on an annual basis. A recommendation was made to include such language to exempt this fund in the bills that are being presented to the House and Senate this legislative session. Last year, DB&F did not assess such a tax. Because the fund is outside of the State Treasury, and uses none of the DB&F's administrative services, this fund should be exempt from both assessments.
 - c. The Board Chair's position has been submitted for renewal for another term.
 - d. The ED solicited board input for the content of the e911 website (attachment 9). The ED will forward to the board members the links to other state's websites. The Comptroller recommended the ED contact the State to ensure its content matches the State's requirements since the website will have a ".gov" URL.
 - e. A policy will be developed in concert with the Policy Committee Chair on disbursement from the special fund.
 - f. The comptroller recommended an inclusion to the ED's monthly report a Project Management Update of the status of the PSAP deployments. This issue will be tied to a determination of whether Akimeka and its subcontractors are able to perform the project management function for the PSAP deployments.
 - g. The ED provided a list of current reports that are required to be filed (attachment 10). A second handout was a spreadsheet of the list of current reports, which identified suspenses and agencies for the reports

(attachment 11). The ED solicited input from the board on items that may have been missed.

6. Discussion of Akimeka LLC's proposed annual operational plan (attachment 12).
 - a. The lists discussed in paragraph 5g above, provide a quantitative metric for the board to evaluate the contractor's performance. A potential qualitative measure might entail a survey of the contractor's performance on such items as website content, responsiveness to board inquiries, etc. The qualitative measures will be discussed with the liaison group.
 - b. A contractor performance plan will be generated from the liaison group meeting. It was also recommended that this group would provide input on the development of a Strategic Plan for the board. More information would follow after the first meeting of this group.
7. Announcements.
 - a. House Bill 2276 hearing will be on Monday, February 13, 2006 at 2:00 p.m. in House Conference Room 325. The hearing will entail 3 items: (1) the change of the language from reimbursement to recover, to allow the counties to receive funds ahead of time for costs rather than expending their own funds then receiving reimbursement; (2) remove the restriction on board for disbursement allocation percentage of 2/3 for PSAPs and 1/3 for wireless carriers; and (3) to exempt the Wireless Enhanced 911 Fund from the Budget & Finance administrative and disbursement assessments.
 - b. The Molokai PSAP representative notified the board that he will not be available for the months of April through June 2006 for official business.
8. The next meeting will be held on March 10, 2006.
9. The meeting was adjourned at 12:02 p.m.



STATE OF HAWAII
WIRELESS ENHANCED 911 BOARD

WIRELESS ENHANCED 911 BOARD

February 10, 2006
10:00 a.m.

Department of Accounting and General Services
Comptroller's Conference Room 410
Kalanimoku Building
1151 Punchbowl Street
Honolulu, Hawaii 96813

AGENDA

- I. Call to order
- II. Review of minutes
- III. Committee Updates by Chairs
 - a. Finance Committee
 - b. Technical Committee
 - c. Policies and Objectives Committee
 - d. Administration Committee
- IV. PSAP Status Updates
 - a. Kauai
 - b. Oahu
 - c. Molokai
 - d. Maui
 - e. Hawaii
- V. Executive Director's Monthly Report
- VI. Discussion on Akimeka LLC's proposed annual operational plan
- VII. Announcements
- VIII. Next meeting date and location
- IX. Adjournment

**Wireless Enhanced 911
Board Meeting
February 10, 2006 – 10:00 a.m.
Department of Accounting and General Services
Comptroller's Conference Room 410
1151 Punchbowl Street, Honolulu, HI 96813**

Name	Agency	Phone
1. Yertin Tokeshima	Kauai PD	
2. Richie Nakashima	MPD	
3. MILTON M. MATSUOKA	MPD	
4. Paul Fennell	HPD	
5. GORDON BRUCE	CAC DIT	
6. Roy Inai	T-Mobile	
7. John Cole	DCA	
8. JOEL MATSUNAGA	HawaiianTelcom	
9. Pete Jager	Nextel	
10. Russ K. Saito	DAGS	
11. BILL DOOLITTLE	911 INSIGNT	
12. Philip Kahwe	Heimata Tech	
13. PAT OHARA	Attorney General	
14. Kerry Jonst	DAGS	
15.		
16.		
17.		
18.		
19.		
20.		

860618

Irei, Roy

From: Yamane, Jeff [REDACTED]
Sent: Friday, February 10, 2006 8:07 AM
To: Irei, Roy
Subject: Fw: Proxy for meeting on. February 10, 2006

-----Original Message-----

To: roy.irei@tmobile.com
Sent: Feb 7, 2006 2:00 PM
Subject: Proxy for meeting on. February 10, 2006

I assign my proxy to Roy Irei for the Wireless E-911 board meeting on February 10, 2006.

Jeff Yamane
Wireless E-911 Board Member

2/10/2006

Attach. 2

Wireless Enhanced 911 Board Minutes of January 13, 2006 Meeting

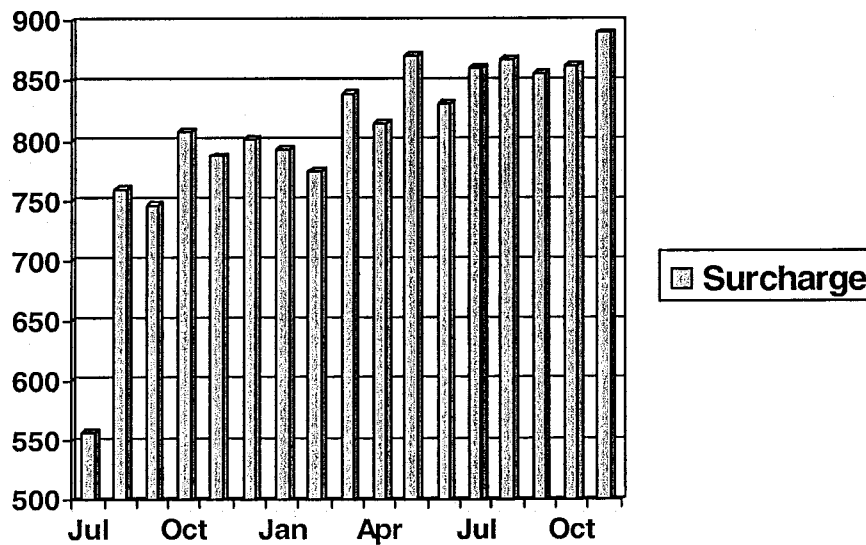
Board Members in Attendance: Roy Irei, Gordon Bruce, Dexter Takashima, Joel Matsunaga, Russ Saito, John Cole, Pete Jaeger, Milton Matsuoka, Richie Nakashima, and Jeff Yamane. Staff in attendance: Kerry Yoneshige (Department of Accounting and General Services) and Patricia Ohara (Department of the Attorney General). Milton Matsuoka had the proxy for Paul Ferreira.

1. The Chair called the meeting to order at 10:07 a.m.
2. The minutes of the December 9, 2005 meeting were approved.
3. Finance Committee Report:
 - General fund had approximately \$8.5 million.
 - Second Intrado invoice has been paid.
 - Finance Committee Chair recommended that an audit be done to provide a clean transition point for the Executive Director to take over the finances. The Board approved the recommendation to have an audit done. The Board is also authorized by statute to perform the audit.
4. Technical Committee Report:
 - Representatives of Hawaiian Telecom gave a presentation on Voice Over Internet Protocol Impact to 911 in Hawaii. The presentation was made in response to a request by Vonage seeking assistance to bring all PSAPs to be VOIP E-911 enabled. After discussion, the Board determined that this request was outside their jurisdiction. Members also reviewed a response letter that had been drafted by John Cole.
 - Board members received Intrado's final report and a CD which contained the report.
 - A proposed carrier launch schedule prepared by Intrado was distributed to members. After review, it was determined that the wireless carriers need to review the schedule to confirm the days from Request for Service to deployment. Also the PSAPs needed to confirm the target date to issue the Request for Service.
 - The board was also asked to approve the Maui launch schedule. After discussion it was concluded that the PSAPs determine the order of implementation of wireless carriers. Therefore, the board made no decision on the Maui launch schedule and left it to the Maui PSAP to decide.
 - The Board Chair will send a request to Mobi regarding enhanced wireless 911 assessments.

5. Policies and Objectives Committee:
 - Either the Chair or the Vice Chair will provide the testimony on the bills being proposed based on their availability.
6. Administration Committee:
 - The board reviewed a motion to include Akimeka Technologies LLC and 911 Insight as subcontractors on the Akimeka LLC contract to perform the functions of Executive Director and to handle the operational responsibilities of the board. Phil Kahue of Akimeka Technologies LLC explained that that company would provide the services of Executive Director as he would be performing those responsibilities and he is an employee of that company. 911 Insight would be a subcontractor to provide the technical expertise in the area. Akimeka LLC would provide all other responsibilities and services required under the contract. The board approved the motion for the inclusion of the two subcontractors in the Akimeka LLC contract.
7. PSAP Status Updates
 - Kauai: No change from previous month.
 - Oahu: Waiting for a resolution from City Council to accept funds from the board to be able to fly to Maui to view the PSAP operations. It was also suggested that while on Maui, the two PSAPs discuss VOIP issues as Maui has begun to receive VOIP 911 calls.
 - Maui: Coordinating meeting with Oahu PSAPs.
 - Molokai: Only needs to send out request for service letters to wireless carriers to commence installation.
 - Hawaii: No update.
 - Pearl Harbor and Hickam: No update.
8. The next meeting will be on February 10.
9. Meeting was adjourned at 11:50 a.m.

**Wireless Enhanced 911 Board
February 10, 2006 Meeting
Finance Committee Report**

- I. First Hawaiian Bank accounts
 - a. Account Interest
 - b. Deposits
 - i. Wireless E911 General Fund - \$8.9 million
 - ii. Wireless E911 Grant Fund
 - c. Surcharge collection trend
 - i. See chart below
- II. Payments
 - a. Nothing significant
- III. Issues for discussion
 - a. Transition of Finance Committee duties to Akimeka



Hawaii Enhanced 911 Board Meeting
Technical Committee Report- Pete Jaeger Chairman

February 10, 2006

1. Grant consultant – Intrado update.
 - a. Intrado Phase II proposal.
2. Carrier updates on Maui (911 deployment):
 - a. Intrado has sent Maui suggestions on a letter to resume deployment.
 - b. Sprint, Verizon, T Mobile, and Cingular on hold at request of Maui County
3. PSAP scheduling of request letters

Respectably submitted by Pete Jaeger

Proposed Carrier Launch Schedule

Per FCC, the WSP has 180 days to deploy service from the date which they receive a valid request for service (worst case). In many cases, carriers are able to deploy in as little time as 120 days (best case).

PSAP	Carrier	PSAP to UPDATE THIS Column		Target Deployment Date		Days from RFS to Deploy		Wireless Carrier to Update the Maui Deployment Column
		Target RFS Date		Best Case Date	Worst Case Date	Best Case Date	Worst Case Date	
Maui PD	Nextel Partners	Previously submitted		8/2005 - Completed				
Maui PD	Verizon Wireless	Previously submitted		4/1/06	1/6/06			Trunk installation confirmed
Maui PD	Cingular Wireless	Previously submitted		4/1/06	1/18/06			Trunk installation Not confirmed
Maui PD	Sprint PCS	Previously submitted		5/1/06	1/25/06			Trunk installation Not confirmed
Maui PD	T-Mobile	Previously submitted		5/31/06	6/6/06			Confirmed trunks not installed
For the period between March 1 and April 7, 2006, Hawaiian Telcom will be migrating to a new ALI database service. Therefore, no carrier launches are scheduled during this time period.								
Molokai PD	Nextel Partners					120	176	
Molokai PD	Verizon Wireless					120	177	
Molokai PD	Cingular Wireless					120	178	
Molokai PD	Sprint PCS					120	179	
Molokai PD	T-Mobile					120	180	
Hawaii PD	Nextel Partners					120	176	
Hawaii PD	Verizon Wireless					120	180	
Hawaii PD	Cingular Wireless					120	180	
Hawaii PD	Sprint PCS					120	180	
Hawaii PD	T-Mobile					120	180	
Honolulu PD / Pearl Harbor / Hickam	Nextel Partners					120	180	
Honolulu PD / Pearl Harbor / Hickam	Verizon Wireless					120	180	
Honolulu PD / Pearl Harbor / Hickam	Cingular Wireless					120	180	
Honolulu PD / Pearl Harbor / Hickam	Sprint PCS					120	180	
Honolulu PD / Pearl Harbor / Hickam	T-Mobile					120	180	
Kauai PD	Nextel Partners					120	180	
Kauai PD	Verizon Wireless					120	180	
Kauai PD	Cingular Wireless					120	180	
Kauai PD	Sprint PCS					120	180	
Kauai PD	T-Mobile					120	180	

Notes/Assumptions:	Deployment date dependencies include: - availability of facilities from Carrier MSC to Inter-island tandems - recommended PSAP upgrades completed by projected deployment dates
--------------------	---

Hawaii

INTRADO

\$	2,440
\$	2,000
\$	440
	20
	20

Attach 7

State of Hawaii
Wireless Enhanced 911 Board

Executive Director's Monthly Report
February 10, 2006

1. Special Fund Deposits
2. Special Fund Disbursements
3. Special Fund Balance
4. PSAP Grant Fund Deposits
5. PSAP Grant Fund Disbursements
6. PSAP Grant Fund Balance
7. Upcoming Reporting Requirements
 - a. Quarterly
 - i. April 15: Report of Funds Not Deposited in the State Treasury
 - ii. April 15: Journal Voucher for Report of Funds Not Deposited in the State Treasury
 - iii. May 15: PSAP Readiness Grant Fund Quarterly Report
 - b. Annual
 - i. May 4: PSAP Readiness Grant Fund Annual Report
 - ii. May 15: BJ Tables Update
 - c. Other – None
8. Issues for Board to Consider at Next Month's Board Meeting
 - a. Request amendment to Act 159/SLH 2004, to add the Wireless Enhanced 911 Fund to the list of Special Funds that are exempt from the State Budget and Finance Assessments (5% and 2% assessments)
 - b. Board Chair renewal (Board Chair Roy Irei's term expires Jun 30, 2006)
 - c. Website Content Input from board
 - d. Policy Committee – Disbursement Authority for funds from the Special Fund; signature authority tied to level of disbursement

ITEMS ON E911 WEBSITE

1. Major Areas

- a. Board of Directors
 - i. Names and positions
 - ii. Bios, pictures?
 - iii. Link to secure webpage only for BOD
 - iv. HRS authorizing formation of the board
 - v. Charter of the board
- b. Agendas - Listing of Current and Past Board Meeting Agendas
- c. Minutes – Listing of Past Approved Board Meeting Minutes
- d. E911 Basic Information
 - i. What is E911?
 - ii. Mandate of the E911 Program by FCC
 - iii. Explanation of surcharge collection and disbursement

2. Secondary Areas

- a. PSAP General Information or links to PSAP webpages if applicable.
 - i. Hawaii County Fire Department
 - ii. Hawaii County Police Department
 - iii. Honolulu Emergency Ambulance Services
 - iv. Honolulu Fire Department
 - v. Honolulu Police Department
 - vi. Kauai Police Department
 - vii. Maui Police Department
 - viii. Navy Region Public Safety
- b. Mobile Carrier General Info or links to Carrier webpages.
- c. FCC Rules for compliance to Phase 1 and Phase 2 requirements.

3. Secure webpage for Board Members

- a. Minutes pending approval
- b. Reports from ED
 - i. Financial reports of collections
 - ii. Financial reports of disbursements
 - iii. Auditors reports
- c. Reports from PSAPs
 - i. Requests for disbursement
 - ii. Status of Phase 1 and Phase 2 implementation
- d. Reports from Mobile Carriers
 - i. Requests for disbursement
 - ii. Status of Phase 1 and Phase 2 implementation

Link from AGS Home Page

Deliverables to State of Hawaii Wireless E911 Board

Monthly

Meeting Agenda

Meeting Minutes

Special Fund Deposits, Special Fund Disbursements, Special Fund Balance

Update website with meeting agenda notices and approved minutes

Quarterly

Report of Funds not deposited in the State Treasury; 15 days after end of quarter

Journal Voucher for report of funds not deposited in the State Treasury; 15 days after end of quarter

PSAP Readiness Grant Fund Expense Report; 45 days after end of quarter

Update of Revenue Estimates

Annually

PSAP Readiness Grant Fund Annual Report; 4 May 06

BJ Tables Update; 15 May

Performance Measures, every 2 years; 30 Jun 06

Records Report System (RRS); 1 Jul

Form A-19, Operational Expenditure Plan & Program Narrative; 15 Jul

Organizational Charts and Functional Statements; 1 Aug

Biennium/Supplemental budget request; 15 Sep

PSAP Readiness Grant Fund Audit Report; 30 Sep

Audit Report, every 2 years; 30 Sep

Variance Report; 15 Oct

Annual Report to Legislature, Act 159; 15 Nov to ASO, 20 days before session

Program Narrative for Biennium/Supplemental Budget Request; 15 Nov

Report on Non-General Fund Information; 15 Nov

Legislative Budget Testimonies; 15 Dec

Annual Report to Legislature on Goals, Objectives, and Policies

Special Fund Assessments

Non-recurring

PSAP Grant Fund Disbursements

Develop State of Hawaii Wireless E911 website

Update website as needed

State of Hawaii Wireless Enhanced 911 Board
Executive Director Report Matrix

Duration	Type	Description	Due Date to Board Member	Board Member	Prepared By	Due Date to Outside Agency	Due to
Monthly	Accounting	Special Fund Deposits, Disbursements, and Balance	X days before next board meeting after close of month	Finance Chair	Akimeka		
	Administrative	Meeting Agenda	8 days before board meeting	Board Chair, Policy Cmte Chair, & DAGS ASO	Akimeka Tech	7 days before board meeting	Lt Gov's Office
		Meeting Minutes	2 days before board meeting	Board Chair, Policy Cmte Chair, & DAGS ASO	Akimeka Tech		
		Meeting Minutes	Day of board meeting	Board Members	Akimeka Tech		
		Approved Meeting Minutes	14 days after board meeting	DAGS ASO for posting on RRS	Akimeka Tech		
		Website Updates	Day of board meeting	Board Members	Akimeka Tech		
		Report of Funds Not Deposited in the State Treasury					
Quarterly	Accounting	Journal Voucher for Report of Funds Not Deposited in the State Treasury	10 days after end of quarter	Finance Chair	Akimeka	15 days after end of quarter	DAGS ASO
	PSAP Readiness Grant Fund	Quarterly Expense Report	30 days after end of quarter	Finance Chair	Akimeka Tech	45 days after end of quarter	PSAP Grant Org
	Budget PSAP Readiness Grant Fund	Update of Revenue Estimates	Varies, 3 times a year, will be noticed by DAGS	Finance Chair	Akimeka	Varies, 3 times a year, will be noticed by DAGS	
Annual		Annual Report	No sooner than 4 Feb & no later than 20 Apr	Finance Chair	Akimeka Tech	No sooner than 4 Feb & no later than 4 May 06	PSAP Grant Org
		Audit Report	15-Sep-06	Finance Chair	Akimeka Tech	Complete by 30 Sep 06	PSAP Grant Org
	Budget	BJ Tables Update	~ 1 May of every year	Finance Chair	Akimeka	15 May of every year	DAGS ASO
		Performance Measures	~ 15 Jun 06; every 2 years	Finance Chair	Akimeka	6/30/2006; every 2 years	DAGS ASO

Attach 11

State of Hawaii Wireless Enhanced 911 Board
Executive Director Report Matrix

	Records Report System Form A-19, Operational Expenditure Plan & Program Narrative	~ 15 Jun every year	Admin Chair	Akimeka Tech	1 Jul every year	DAGS ASO
	Special Fund Assessments	1 Jul every year	Finance Chair DAGS ASO, Finance Chair	Akimeka	15 Jul every year	DAGS ASO
	Org Charts & Func Statements Biennium/Supplemental Budget Request	~ 15 Jul every year	Admin/Policy Chair	Akimeka Tech	1 Aug every year	DAGS ASO
	Audit Report	~ 15 Sep 06; every 2 years	Finance Chair	Akimeka Tech	15 Sep every year 30 Sep 06; every 2 years	DAGS ASO
Budget	Variance Report Program Narrative for Biennium/Supplemental Budget Request	~ 1 Oct every year	Finance Chair	Akimeka	15 Oct every year	DAGS ASO
	Report on Non-General Fund Information	~ 1 Nov every year	Finance Chair	Akimeka	15 Nov every year	DAGS ASO
Legislature	Annual Report Legislative Budget	~ 1 Nov every year	Board Chair, Policy Cmte Chair, & DAGS ASO	Akimeka Tech	30 Nov every year	DAGS ASO
Budget	Testimonies Annual Report to Legislature on Goals, Objectives, and Policies	~ 1 Dec every year	Finance Chair	Akimeka	15 Dec every year	DAGS ASO
Legislature		15 Nov every year	DAGS ASO	Akimeka Tech	20 days before session	Legislature

State of Hawaii
Wireless Enhanced 911 Board
Executive Director
Proposed Annual Operational Plan

PURPOSE: To provide information on a proposed annual operational plan for the Executive Director to the State of Hawaii Wireless Enhanced 911 Board.

1. FACTS.

- a. The State of Hawaii Wireless Enhanced 911 Board, herein after referred to as "the Board," sought metrics to measure the performance of the Executive Director.
- b. There is an established list of reports required from the board for various agencies. This served as a starting point.

2. PERFORMANCE METRICS.

- a. Quantitative.
 - i. Timeliness of scheduled reports and filings
 - ii. Timeliness of disbursements
 - iii. Results of audits
 - 1. Fund Audits
 - 2. Record Audits
 - iv. Other board defined metrics
- b. Qualitative
 - i. Survey by board members
 - 1. Preparation of board materials
 - 2. Maintenance of records
 - 3. Website development and maintenance
 - 4. Timeliness of response
 - ii. Other board defined metrics